



My Healthy News

MHLA Participants' Newsletter

New MHLA Identification Cards for Pharmacy Information!

Happy New Year from all of us here at MHLA. We want to share some important news with you!

You are getting a new MHLA ID card today. This card has important pharmacy information on it. Always bring this MHLA ID card with you when you go to your pharmacy. Without this MHLA ID card, your pharmacist may not be able to give you your medicine.

Some medical home clinics have a place where you can pick up your medicines inside the clinic. This could be a dispensary or a pharmacy. If you want to continue getting your medicine at your clinic, that does not have to change. If you want to pick up your medicine at a pharmacy near your house or work, now you can! This new MHLA ID card means you can get your medicine at hundreds of local pharmacies in Los Angeles County. For some MHLA participants, it may be possible to

have your medicines mailed to your house or your medical home clinic.

MHLA is working with a pharmacy company called **Ventegra** to give you more pharmacy options where you can get your medicine. It is now possible for you to get your medicines evenings and weekends! As always, **your medicine is free** under MHLA. Ask your medical home clinic about your pharmacy options or **call Ventegra at 1-855-444-7757** to find a pharmacy close to you.

When you go to the pharmacy, make sure the pharmacist knows about all medicines you are currently taking. Tell them about any allergies you have to a medicine. Ask the pharmacist any questions you may have about your medicine.

"Special" Medicines

Sometimes you may be asked to take a medicine that is not carried by your pharmacy or medical home clinic. If this happens, you may

need to go to a different pharmacy at another location to get these "special" medicines. If this happens, your medical home clinic will let you know what you need to do and where to go.

Ventegra has a website with a list of pharmacies where you may be able to pick up your medicine. Visit the website at <http://ventegra.com/mhla>.


If you need help getting your medicine, Ventegra is available Monday through Friday from 5:00 AM to 9:00 PM PST, and on Saturdays and Sundays from 7:00 AM to 7:00 PM PST. The number is 1 (855) 444-7757.

LOST MHLA ID CARDS

If you did not receive your MHLA ID card or lost it, you can get a new one for free by calling MHLA Member Services at

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This is what the new MHLA ID Card looks like. They will have your medical home clinic information. It also has important pharmacy information. Your pharmacy will need to see this every time you get your medicine.



Participant ID: Member ID
DOB:
Language:

MY HEALTH LA (MHLA)

MEMBER NAME

Medical Home Clinic:
Medical Home Address: BIN #012528
Medical Home Phone: PCN VENEG
MedicalHomeAdminPhone: GROUP MHLA

**THIS CARD IS FOR IDENTIFICATION ONLY
IT DOES NOT GUARANTEE ELIGIBILITY IN MHLA**

Show this card when you visit your doctor or pharmacy. If possible, go to a Department of Health Services hospital for an emergency, or call 911.

Mental Health 1-800-854-7771
Substance Abuse 1-888-742-7900
Pharmacy 1-855-444-7757
MHLA Questions 1-844-744-6452

Muestre esta tarjeta cuando consulte a su doctor o la farmacia. Si es posible, vaya a un hospital del Departamento de Servicios de Salud para una emergencia, o llame al 911.

Salud Mental 1-800-854-7771
Abuso de Sustancias 1-888-742-7900
Farmacia 1-855-444-7757
Preguntas de MHLA 1-844-744-6452

MHLA is NOT health insurance and will not cover any services, including emergency care, outside of the MHLA network. Visit <http://dhs.lacounty.gov/MHLA> for more information.

MHLA ID Cards

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1 (844) 744-6452. Call MHLA as soon as possible because it takes a few weeks to mail your new card. If you need to pick up a medicine at pharmacy while you wait for your new MHLA ID card, you can use your MHLA enrollment letter until your new ID card arrives in the mail. Or, talk to your medical home clinic who can help you.

Remember, always keep your MHLA ID Card with you at all times!

Personal Information and MHLA

Since the 2016 presidential election, some individuals and families might be afraid to apply for or renew their MHLA because they fear their immigration status might be shared with immigration agents.

Workers at your medical home clinic and Los Angeles County hospitals will ask you for information to find out what health program is best for you and your family. **We keep all of this information confidential.** Any information you provide when applying for MHLA is only used to enroll you in the program—not for immigration enforcement purposes. This is true for Medi-Cal and Covered California. *(Continued below)*



My Health LA

Department of Health Services-Managed Care Services
1100 Corporate Center Drive, Suite 100
Monterey Park, California 91754

Protecting your Personal Information in MHLA

Do not be afraid to go to the doctor.

Do not be afraid to go to the doctor, the clinic, the hospital or the emergency room to get the health care you or your children need. Do not let fear stop you or your family from enrolling or renewing your health care.

Our doctors, nurses and medical home clinic workers care about

Do not let fear stop you or your family from enrolling or renewing your health care.

you. We speak many languages and will protect your privacy.

The MHLA program is not going away, regardless of what happens to the Affordable Care Act (or “Obamacare”). MHLA participants can get medical care with no fear.

MHLA is still here to help you. If you have any questions, contact MHLA Member Services at 1 (844) 744-6452.

Happy New Year, and stay well.

